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| Name of Policy: Triage Protocols And The Handling Of Phone Calls In The Ambulatory Setting UROLOGY OFFICE |  |
| Policy Number: 3364-101-03-09L | |
| Department: Ambulatory Services | |
| Approving Officer: Interim Executive Director and Sr. Vice President for Finance and Administration | |
| Responsible Agent: Interim Director, Primary Care Clinics | Effective Date: 4/15/2011 Initial Effective Date: 2/1/2008 |
| Scope: Ambulatory Services | |
| <input type="checkbox"/> New policy proposal <input checked="" type="checkbox"/> Minor/technical revision of existing policy <input type="checkbox"/> Major revision of existing policy <input type="checkbox"/> Reaffirmation of existing policy | |

(A) Policy Statement

Patient assessment and follow-up care requiring medical assessment will only be determined by the Physician or Nurse Practitioner.

(B) Purpose of Policy

To identify how patient calls are handled once they call the urology office for an appointment or for directions on how to handle their symptoms.

(C) Procedure

In all urological cases, the need to assess fever, chills, nausea and vomiting and the pain scale where necessary to direct the patient to the right care. Since the Urology Office only employs Medical Assistants, the physicians in the Urology Office are available at all times to give directions in the case of the patients. In the absence of the attending physicians, the Urology Residents or Nurse Practitioner can also be paged with the signs and symptoms of the patients and they will give directions of care to the Medical Assistant. Verbal orders are allowed by the signed Designation of Authority document signed by each MA for each physician that works in the office setting. The physicians are then responsible for signing off of verbal orders within 48 hours

Each call will be handled in a professional manner following the facility wide scripting. When dealing with the patients, either by phone or in person, the medical assistant shall use two patient identifiers (full name and date of birth).

When a caller reports these problems, the corresponding action will take place:

- Post-surgical pain with fever, chills, nausea, or vomiting (f,c,n.v)
 - If no MD or NP, go to the ER
 - If MD or NP, ask to see in the office or
 - Go to the ER

- Inability to urinate greater than 4 hours
 - If no MD or NP, go to the ER
 - If MD or NP, ask to see in the office
 - Or go to the ER

- Kidney Stones <5mm (referral from ER)-----> check to see that the patient is:
 - On antibiotic, pain medication, Flomax and anti-cholenergics
 - See if they had a renal survey CT.
 - If they have these, place them on "watchful waiting" x2 weeks and obtain a KUB with an appointment. Be sure the patient knows to call the office with any new onset of symptoms.
- Kidney Stones >5mm (referral from ER with hydronephrosis, fever, pain and hematuria)
 - Make appointment ASAP or ask MD or NP to see today in the office.
 - Make sure they have a CT renal survey,
 - And if not, order one per MD or NP.
- Returning patient with Kidney Stones
 - Go to ER if directed by MD or NP
 - Or get CT renal survey to have MD or NP look at it later in the day.
 - MD or NP gives directions of the next steps.
- Hematuria
 - Check the medications that the patient is currently on and ask MD or NP for the next course of action.
 - Also ask for length of symptoms including f, c, n, v and pain scale.
- Urinary Tract Infection:
 - New referrals are to be checked by their family MD,
 - And then given an appointment with Urology within 20 office days,
 - For return patients, please see protocol
 - The patient presents with fever, chills, nausea, vomiting, burning and hematuria.
 - Direct the patient to go to the lab closest to them to obtain a urine culture and sensitivity and have the MD or NP prescribe an antibiotic or await the urine culture if asymptomatic.
 - All symptoms and treatment are to be directed by the MD or NP.
- Testicular Mass (New Referrals)
 - Obtain a testicular ultrasound
 - And see the patient within 24 hours or sooner.
 - Discuss all the symptoms with the MD or NP.
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- Overactive Bladder (New Referrals)
 - Next available appointment.
 - Check with MD or NP.
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- Incontinence
 - Next available appointment.
 - Check with MD or NP.
- Erectile Dysfunction
 - Next available appointment.
 - Check with MD or NP.
- Varicocele
 - Next available appointment.
 - Check with MD or NP.

